



TÜVRheinland®

Audit report

Accel Computer Service NV

ICT products and solutions (hardware, software, advice, installation, service and training)

Mechelsesteenweg 25,
B - 2650 Edegem



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1. Assessment summary

Company:	Accel Computer Service NV
Location(s):	Mechelsesteenweg 25 B - 2650 Edegem
Standard:	ISO 9001:2008
Certificate number:	MS11 Q 10579 - COFRAC TRF
Client representative(s):	Raf Arts
Audit type:	Certification audit
Audit date:	06/05/2011 - 13/05/2011
Order number:	B111036
Audit team:	
Lead auditor:	Gijsbrechts Samuel
Auditor(s):	-
Expert(s):	-

2. Method and scope of the audit

During the audit, processes' implementation has been verified based on a significant and representative sample. The standard requirements were also checked according to the company's quality management system documentation. This was done by sampling, interviews and working documents' checks.

The following specific elements were checked:

The effectiveness of corrective actions following non conformity(ies) issued during the previous audit.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Not applicable
Use of TÜV Rheinland logo.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Not applicable
Use of TÜV Rheinland Certificate(s)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Not applicable (certification only)
Concerning shiftwork, documentation of the interfaces between the shifts has been audited and is in accordance with requirements.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Not applicable
Management reviews are conducted according to the planned arrangements.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see NC)
Internal audits have been done according to an audit program which covers the whole standard's chapter and the company's activities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see NC)
Documented handling of internal and external (complaints) non conformities.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see NC)
Statutory and regulatory requirements are identified and taken into account.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (see NC)

All the information obtained during the audit is kept confidential by the audit team members and the whole certification department.

3. Scope of certification

Short description of the company's activities:	<p>Products and solutions for :</p> <p>hardware infrastructure</p> <p>ICT support for small local businesses</p> <p>Software solutions based on a number of makes of software (Microsoft, DBFact, Archie, Smartdoc etc.)</p> <p>Telecom (management of communication platforms for small businesses)</p> <p>Webhosting</p>
Scope (by standard):	ICT products and solutions (hardware, software, advice, installation, service and training)
Number of employees (on the day of audit):	20
Exclusion (ISO9001) :	<p>7.3 Design and Development :The exclusion is justified in the manual.</p> <p>The solutions offered are based only on the software packages as offered by the suppliers for which the company is a representative and/ or certified service provider.</p> <p>The company was previously certified by BCC.(until 2010)</p>
Changes since the last audit:	Retail shops were sold off prior to this audit, eliminating retail sales altogether
Major environmental aspects:	N/A (ISO 14001 only)
Hazards and major risks:	N/A (OHSAS18001 only)

4. Audit findings

4.1 Non-conformities

The following non-conformities were identified and are documented in the non conformity (ies) report.

N°	Std	Chapter	Non-conformities
1			N/A
2			
3			
4			

4.2 Observations

The following elements should be analyzed and, if necessary, actions could be implemented.

Observations will be handled by the audit team during the next audit.

N°	Std	Chapter	Observations
1			N/A

4.3 Opportunities for improvement

Following opportunities should help for QMS continual improvement. They also help for weak points' elimination, and to ensure QMS efficiency and to prevent potential non conformity(ies).

N°	Std	Chapter	Opportunities for improvement
1	9001	6.2/8.2	<p>Management :</p> <p>The organization is planning to include KPI's in the job descriptions. Great care should be taken to ensure these individual KPI's are not in conflict with departmental and/or company objectives</p>

4.4 Positive aspects

The following elements are strong points of the QMS. These ones would promote good practices and may be deployed through the organization in order to strengthen the QMS efficiency.

N°	Std	Chapter	Positive aspects
1	9001	6.2	The organization gives a great deal of attention to employee satisfaction. The evaluation form and the way evaluations are carried out constitute a very strong tool in this respect.
2	9001	8.3	Complaints handling: all types of possible complaints and remarks are integrated into a single system (internal/external/client/supplier etc.) allowing for an integrated approach in tackling them.
3	9001	7.5	One of the company's KPI's is reaction time. It would appear this is very short.
4	9001	4.2/7.5	<p>All of the activities deployed by the company, either internally or externally, is governed by software which does not allow any deviation from procedures or documentation.</p> <p>It is of course the same software as offered to the clients.</p>

5. Chapters' evaluation

ISO 9001:2008

Standard's chapters appraisal		Appraisal ⁽¹⁾	Non conformity number	Final conclusion ⁽²⁾ after Corrective action assessment
4.1	General requirements	1		
4.2	Document requirements	1		
5.1	Management commitment	1		
5.2	Customer focus	1		
5.3	Quality policy	1		
5.4	Planning	1		
5.5	Responsibility , authority and communication	1		
5.6	Management review	1		
6.1	Provision of resources	1		
6.2	Human resources	1		
6.3	Infrastructure	1		
6.4	Work environment	1		
7.1	Planning of product realization	1		
7.2	Customer related processes	1		
7.3	Design and development	5		
7.4	Purchasing	1		
7.5	Production and service provision	1		
7.6	Control of monitoring and measuring equipment	1		
8.1	General	1		
8.2	Monitoring and measurement	1		
8.3	Control of nonconforming product	1		
8.4	Analysis of data	1		
8.5	Improvement	1		

⁽¹⁾ **Appraisal:** 0= not audited ; 1 = satisfactory ; 2 = Opportunity For Improvement ; 3 = Observation ; 4 = unsatisfactory / non-conformity (see non-conformity report) ; 5 = not applicable.

⁽²⁾ **Final conclusion:** 1 = Corrective action is acceptable, non-conformity solved; 2= Corrective Action verified during Re-audit

6. Audit Team's recommendation

Audit results were discussed during the closing meeting.

Audit objectives were reached concerning the scope defined in the audit planning.

All the requirements of the standard audited have been verified. The Management System is appropriate, according to the audit scope.

During the validity period of the certification, and if modifications are set up in the QMS, the company must inform the certification department of TÜV Rheinland France.

Please, note that the audit is based on sampling and consequently some non-conformity could remain in the QMS.

The findings of the audit team do not remove the company's responsibility to comply with the standard requirements.

Audit team overall findings:

- The issue, renewal, extension of the certificate is recommended
In the frame of the audit, the company showed that its management system meets all the requirements of the applicable standard.
- Certification's upholding is recommended
In the frame of the audit, the company showed that its management system remains in accordance with the applicable standard's requirements.
- The withdrawal / non issue of the certificate is recommended
In the frame of the audit, the company could not show that its management system fully complies with the standard's requirements.

This recommendation depends on corrective actions' acceptance by the lead auditor, if one or several non conformity(ies) reports(s) was (were) documented during the audit.

Date of the next audit:

The due date for audits realization is: May 13th 2012.

Therefore, the next audit is planned for end of April 2012. The timeframe has been discussed and decided during the closing meeting with company's representative and audit leader.

Next audit realization depends on specific conditions' meeting (resources available, etc.).

May 13th 2011

Date

Gijsbrechts Samuel

Lead auditor



Signature

7. Certification committee's decision

After reviewing the audit certification and its whole file (planning, notes, records, etc), certification officer approves the conclusions made by the audit team.

June 20th 2011

Date

Neybecker Frédéric

Certification body manager



Signature